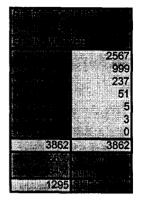
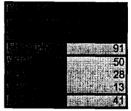
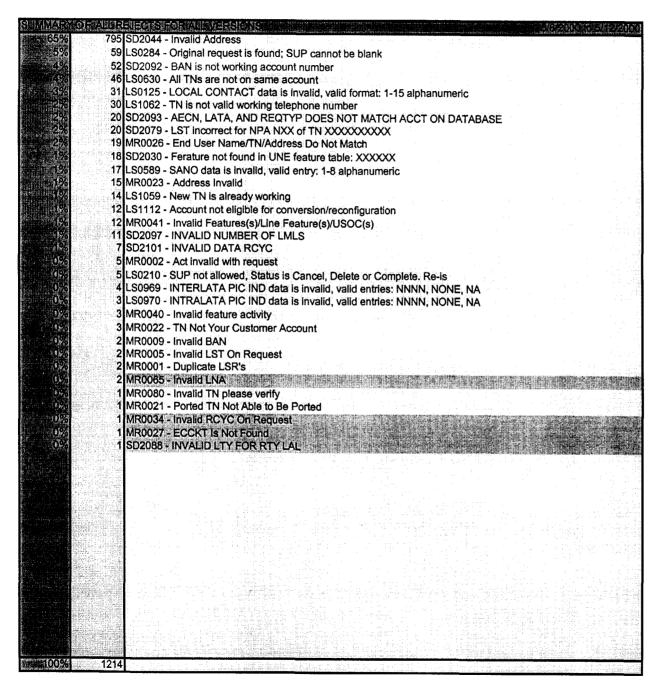
SUNIVERSE PARIS	
WANTED TO THE A SECTION OF THE PROPERTY OF THE	SD2044 - Invalid Address
	MR0026 - End User Name/TN/Address Do Not Match
	MR0023 - Address Invalid
	SD2093 - AECN, LATA, AND REQTYP DOES NOT MATCH ACCT ON DATABASE
	LS0630 - All TNs are not on same account
	LS0125 - LOCAL CONTACT data is Invalid, valid format: 1-15 alphanumeric
132	SD2092 - BAN is not working account number
###52% 76	LS1062 - TN is not valid working telephone number
56	SD2030 - Ferature not found in UNE feature table: XXXXXX
166 36	LS0969 - INTERLATA PIC IND data is invalid, valid entries: NNNN, NONE, NA
34	LS0970 - INTRALATA PIC IND data is invalid, valid entries: NNNN, NONE, NA
	LS1059 - New TN is already working
49	SD2079 - LST incorrect for NPA NXX of TN XXXXXXXXX
1% 38	LS1112 - Account not eligible for conversion/reconfiguration
1986 198 41	LS0589 - SANO data is invalid, valid entry: 1-8 alphanumeric
20	MR0005 - Invalid LST On Request
20 25 76 15, 28	LS0284 - Original request is found; SUP cannot be blank
198 28	SD2097 - INVALID NUMBER OF LMLS
1% 22	MR0041 - Invalid Features(s)/Line Feature(s)/USOC(s)
	MR0040 - Invalid feature activity
2000 10	MR0080 - Invalid TN please verify
	MR0024 - Supplemental Address Information is Invalid
	MR0123 - Invalid directory listing information.
	MR0009 - Invalid BAN
(All 1908)	LS0170 - EU ROOM data is invalid, valid format: 1-9 alphanumeric
	LS0455 - LISTED ADDRESS ZIP CODE is not allowed when ADI field has da
	MR0015 - Requested Due Date is Not Available
	2MR0007 - Type Of Service Is Not Valid
	MR0002 - Act invalid with request
2 202	MR0032 - Activity Is 'N' or 'V' and ECCKT Already Exists.
	MR0006 - Invalid ACTL
	LS0610 - Fea-Code ZUNEL required with NC of SNAL, SNAI, SPSL, SPSC or UB—
	LS0210 - SUP not allowed, Status is Cancel, Delete or Complete. Re-is
	MR0001 - Duplicate LSR's
	MR0079 - Requests for separate end users require separate LSRs
The state of the s	2 MR0021 - Ported TN Not Able to Be Ported
10 St 20 A 4 C 20000000000 Day 10 A 10	SD2101 - INVALID DATA RCYC
\$400 mm ()	ISD2002 - ACCOUNT STATUS INVALID FOR BTN
	MR0010 - Due Date Incorrect
	MR0022 - TN Not Your Customer Account MR0102 - Company Code does on LST does not match AECN on CBA
	MR0077 - All TNs on account are not addressed
- ACCOMPANY AND A PRODUCTION	MR0067 - USOC Not Found On Rate Table
	MR0025 - Service Address is indefinite-Descriptive Location is Needed
	2MR0065 - Invalid LNA
	MR0034 - Invalid RCYC On Request
	MR0027 - ECCKT is Not Found
	SD2088 - INVALID LTY FOR RTY LAL
3862	
ACCORDING TO COMPANY	- The same and t



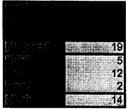


LS0000 LASR	642
SD0000 SORD	2648
MR0000 manual	#####15% 572







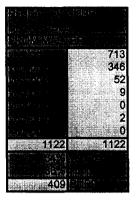


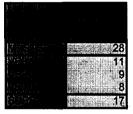
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SD0000 SORD	76% 924
MR0000 manual	69





STANTAGES.	Kalenanise	
200 Text (9/A)	No. 16.77869 (CO415 SCR	ISD2044 - Invalid Address
	7 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	LS0630 - All TNs are not on same account
		SD2092 - BAN is not working account number
		LSO125 - LOCAL CONTACT data is invalid, valid format: 1-15 alphanumeric
00/	A. A. V. L.	LS1059 - New TN is already working
estate 5e	\$1 a. a. a. 17 a. 23 a. 32 x.	MR0026 - End User Name/TN/Address Do Not Match
- FE		SD2093 - AECN, LATA, AND REQTYP DOES NOT MATCH ACCT ON DATABASE
		LS1062 - TN is not valid working telephone number
		SD2030 - Ferature not found in UNE feature table: XXXXXX
	TWO TO THE 2007 LANS A	SD2079 - LST incorrect for NPA NXX of TN XXXXXXXXX
	85 Y 1746 FC 1745 TA	MR0023 - Address Invalid
4.00	The second second second	LS1112 - Account not eligible for conversion/reconfiguration
	The second second	LS0969 - INTERLATA PIC IND data is invalid, valid entries: NNNN, NONE, NA
	Borefort and Joseph in the entire term	LS0970 - INTRALATA PIC IND data is invalid, valid entries: NNNN, NONE, NA
10.04		LS0284 - Original request is found; SUP cannot be blank
	\$1.5 cm (1975) 1.7 cm (1982) 7.3	SD2097 - INVALID NUMBER OF LMLS
	Service Committee Committe	MR0040 - Invalid feature activity
0.7		LSO589 - SANO data is invalid, valid entry: 1-8 alphanumeric
1.62		MR0041 - Invalid Features(s)/Line Feature(s)/USOC(s)
100	4	MR0080 - Invalid TN please verify
	3	MR0009 - Invalid BAN
940	3	LS0170 - EU ROOM data Is Invalid, valid format: 1-9 alphanumeric
10/2	2	MR0123 - Invalid directory listing information.
(0)%	2	MR0005 - Invalid LST On Request
aV.	1	LS0455 - LISTED ADDRESS ZIP CODE is not allowed when ADI field has da
0%	1	MR0015 - Requested Due Date is Not Available
	1	MR0007 - Type Of Service Is Not Valid
SEE TOE	1	MR0002 - Act invalid with request
	1	MR0032 - Activity Is 'N' or 'V' and ECCKT Already Exists.
(1)		MR0006 - Invalid ACTL
177	1	LS0210 - SUP not allowed. Status is Cancel, Delete or Complete. Re-is
1.4		MR0001 - Duplicate LSR's
1);;		MR0079 - Requests for separate end users require separate LSRs
140	1	MR0021 - Ported TN Not Able to Be Ported
(1)		SD2101 - INVALID DATA RCYC
1974	1	SD2002 - ACCOUNT STATUS INVALID FOR BTN
\$5.		MR0010 - Due Date Incorrect
	127	에 되는 사람들이 되었다. 그는 사람들이 되었다. 그 것은 사람들이 되었다. 그 것은 그는 사람들이 되었다.
		되는 사람들은 사람들이 되었다. 그는 그들은 보고 보는 사람들이 보고 있는 것이 되었다. 그는 사람들이 되었다면 보다는 것이 되었다. 그는 사람들이 되었다. 그는 사람들이 되었다면 보다는 것이 되었다. 그는 사람들이 되었다면 보다는 것이 되었다. 그는 사람들이 되었다면 보다는 것이 되었다면 보다는 것이 되었다. 그는 사람들이 되었다면 보다는 것이 되었다면 보다는 것이었다면 보다는 것이 되었다면 보다면 보다는 것이 되었다면 보다는 것이 되었다면 보다면 보다면 보다면 보다면 보다면 보다면 보다면 보다면 보다면 보
		[1] 이 사람은 그리면 그렇게 그렇게 그렇게 하는 그래를 하는데 하는데 하는데 하는데 그렇게 되었다. 그렇게 하는데
		되는 그 사람이 보다 그 가는 소리가 하게 되었다. 그는 사람들에 보고 있는 것이 되었다. 그는 사람들이 되는 것이 되었다. 그는 사람들이 되었다. 그는 것이 그렇게 되었다. 회사 사람들이 보고 있는 것이 되었다. 그는 사람들이 되었다면 보고 있는 것이 되었다. 그는 것이 되었다. 그는 것이 되었다. 그는 것이 되었다. 그는 것이 그렇게 되었다. 그런 것이 그렇게 되었다.
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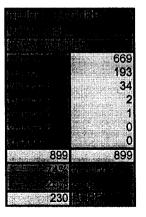


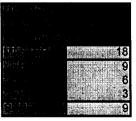
LS0000 LASR	208
SD0000 SORD	846
MR0000 manual	68





598 590 SD2044 - Invalid Address 94 MR0026 - End User Name/TN/Address Do Not Match 38 SD2093 - AECN, LATA, AND REGTYP DOES NOT MATCH ACCT ON DATABASE 38 MR0023 - Address Invalid 34 LS0125 - LOCAL CONTACT data is invalid, valid format: 1-15 alphanumeric 28 LS0830 - All TNs are not on same account 18 SD2092 - BAN is not working account number 14 LS0589 - SANO data is invalid, valid entry: 1-8 alphanumeric 35 SD2030 - Ferature not found in UNE feature table: XXXXXX 11 LS1112 - Account not eligible for conversion/reconfiguration 10 LS0970 - INTRALATA PIC IND data is invalid, valid entries: NNNN, NONE, NA 10 LS0969 - INTERLATA PIC IND data is invalid, valid entries: NNNN, NONE, NA 10 SD2079 - LST incorrect for NPA NXX of TN XXXXXXXXXX 9 SD2097 - INVALID NUMBER OF LMLS 5 LS0284 - Original request is found; SUP cannot be blank 4 MR0041 - Invalid Features(s)/Line Feature(s)/USOC(s) 4 MR0042 - Invalid Giractory Isting information. 3 MR0080 - Invalid ST On Request 2 MR0024 - Supplemental Address information is Invalid 2 LS0455 - LISTED ADDRESS ZIP CODE is not allowed when ADI field has da 2 MR0009 - Invalid BAN 2 MR0040 - Invalid feature activity 1 MR0015 - Requested Due Date is Not Available 1 LS1059 - New TN is already working 1 MR0022 - TN Not You'C customer Account 1 MR0007 - Type O'Service is Not Valid 1 LS0170 - EU ROCOM data is Invalid, valid formation AECN on CBA		HECK RETROLEMENT WITCHERS
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36 MR0023 - Address Invalid 34 LS0125 - LOCAL CONTACT data is invalid, valid format: 1-15 alphanumeric 26 LS0630 - All TNs are not on same account 18 SD2092 - BAN is not working account number 14 LS0599 - SANO data is invalid, valid entry: 1-8 alphanumeric 3 SD2030 - Ferature not found in UNE feature table: XXXXXX 11 LS1112 - Account not eligible for conversion/reconfiguration 10 LS0970 - INTRALATA PIC IND data is invalid, valid entries: NNNN, NONE, NA 10 LS0969 - INTERLATA PIC IND data is invalid, valid entries: NNNN, NONE, NA 10 SD2079 - LST incorrect for NPA NXX of TN XXXXXXXXX 9 SD2097 - INVALID NUMBER OF LMLS 5 LS0284 - Original request is found; SUP cannot be blank 4 MR0041 - Invalid Features(s)/Line Feature(s)/USOC(s) 4 MR0123 - Invalid directory listing information. 3 MR0080 - Invalid LST On Request 2 MR0005 - Invalid LST On Request 2 MR0004 - Supplemental Address Information is Invalid 2 LS0455 - LISTED ADDRESS ZIP CODE is not allowed when ADI field has da 2 MR0009 - Invalid BAN 4 MR0040 - Invalid feature activity 5 MR0015 - Requested Due Date is Not Available 5 LS1059 - New TN is already working 6 MR0040 - Invalid feature activity 7 MR0007 - Type of Service Is Not Available 8 LS1059 - New TN is already working 8 MR0040 - Evaluation of the Service Is Not Available 9 LS1059 - New TN is already working 1 MR0007 - Type of Service Is Not Available 1 LS1059 - New TN is already working 1 MR0007 - Type of Service Is Not Available 1 LS0170 - EU ROOM data is frivalid valid formatic 1-9 alphanumeric 1 MR0007 - Type of Service Is Not Valid formatic 1-9 alphanumeric	10% 94	MR0026 - End User Name/TN/Address Do Not Match
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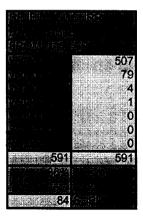


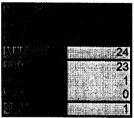
LS0000 LASR	####14% 128
SD0000 SORD	618
MR0000 manual	153
	899





196	SD2044 - Invalid Address
152	MR0023 - Address Invalid
694 96	MR0026 - End User Name/TN/Address Do Not Match
29	SD2093 - AECN, LATA, AND REQTYP DOES NOT MATCH ACCT ON DATABASE
19	LS0630 - All TNs are not on same account
19	LS0125 - LOCAL CONTACT data is invalid, valid format: 1-15 alphanumeric
11	MR0005 - Invalid LST On Request
9	LS0970 - INTRALATA PIC IND data is invalid, valid entries: NNNN, NONE, NA
9 8 6	LS0969 - INTERLATA PIC IND data is invalid, valid entries: NNNN, NONE, NA
	LS1062 - TN is not valid working telephone number
6	SD2092 - BAN is not working account number
	LS0589 - SANO data is invalid, valid entry, 1-8 alphanumeric
	SD2030 - Ferature not found in UNE feature table: XXXXXX
	MR0024 - Supplemental Address Information is Invalid
	SD2079 - LST incorrect for NPA NXX of TN XXXXXXXXXX
	LS1112 - Account not eligible for conversion/reconfiguration
	LS0284 - Original request is found; SUP cannot be blank
	MR0080 - Invalid TN please verify
	MR0041 - Invalid Features(s)/Line Feature(s)/USOC(s) MR0015 - Requested Due Date is Not Available
	SD2097 - INVALID NUMBER OF LMLS
	LS1059 - New TN is already working
	LS0455 - LISTED ADDRESS ZIP CODE is not allowed when ADI field has da
	MR0002 - Act invalid with request
	MR0032 - Activity is 'N' or 'V' and ECCKT Already Exists
	MR0077 - All This on account are not addressed
	MR0006 • Invalid ACTL ****
	MR0067 - USOC Not Found On Rate Table
1	MR0025 - Service Address is Indefinite-Descriptive Location is Needed
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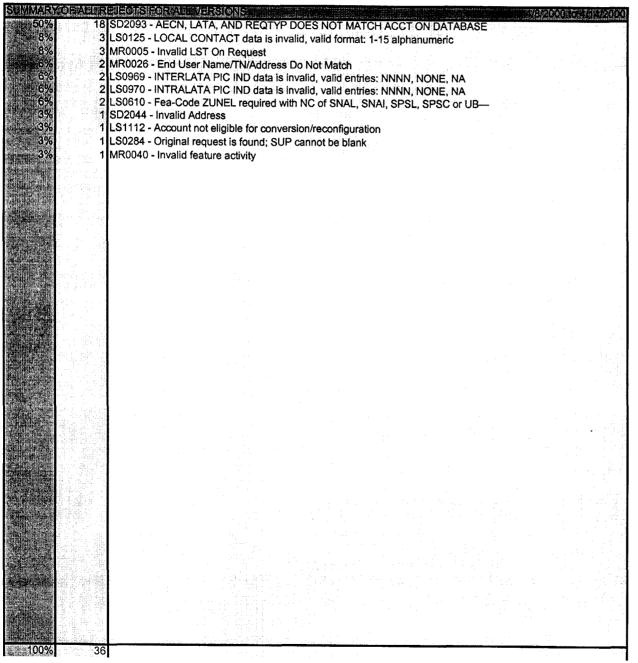


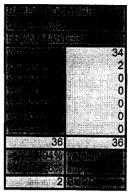


LS0000 LASR	74
SD0000 SORD	4.94 241
MR0000 manual	276



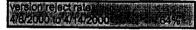








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SD0000	SORD	 1500	19
MR0000	manual		6



NEW TO CURRENT WEEK

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From: WILLIAMS, MARILYNN Y (SBC-MSI) Sent: Wednesday, May 03, 2000 2:01 PM

To: 'Carl Benson'

Cc: Leslee W. Engleman; Roseann Kendall; Michael A. Beach; Carl Benson;

WILLIAMS JR., CORNELIUS (SWBT)
Subject: RE: LIDB Update Problems

Carl

Below please find my response to your questions on LIDB. Sorry for the delay. We can discuss during our call today at 2:00 p.m.

Marilynn Y. Williams Director-Local Compliance MCIW Account Team 214-464-1750 - office mw195a@txmail.sbc.com

----Original Message----

From: Carl Benson [mailto:Carl.Benson@wcom.com]

Sent: Wednesday, April 26, 2000 4:53 PM

To: WILLIAMS, MARILYNN Y (SBC-MSI)

Cc: Leslee W. Engleman; Roseann Kendall; Michael A. Beach; Carl Benson

Subject: LIDB Update Problems

Marilynn,

Listed below are orders with apparent LIDB update errors. We observe many orders with inter and/or intra LATA LD PIC errors that concern us.

I would ask your review of these orders and response to the questions below:

- 1. What caused the update errors below;
- * The errors were caused by delay in typing the Toll File Guide orders which is what generates LIDB. The "C" order was provisioned correctly which is where the PIC change is made. The PIC was correct, however, when looking in toolbar/LVAS the "N" order that updates LIDB was delayed being typed so it did not show the updated information.
- 2. What procedures are being implemented to prevent these errors;
- * To minimize any future impacts the LSC has placed additional focus on all order typing activity including Toll File Guide orders.
- 3. What degree of manual intervention is necessary to perform LIDB updates;

If there is a case where the order does not mog and falls out for manual intervention, it means that all orders (N, C and D) fall out. The LIDB is generated from the Toll File Guide, "N" order. These orders are all interrelated, therefore, if there is a problem with one this would require manual intervention even for the LIDB order. On the other hand, if the orders mog, no manual intervention would be required.

4. What level of order volume can be supported by planned staffing?;

- * The LSC has reallocated a portion of their workforce and have people dedicated and solely responsible for processing the Tol File Guide orders on a continuous basis. Therefore, they are ready to handle the volume of orders sent by MCIW.
- 5. What degree of audits are practiced to manage the quality of LIDB updating?;
- * The LSC has an internal group (ERT-Error Resolution Team) within the MCIW unit set up to pull, on a daily basis, reports that gives them a status on all orders including orders associated with LIDB. This enables the LSC to maintain a current status on orders.
- 6. Of specific concern are problems getting troubles accepted and processed by LSC/LOC. Our transmision of troubles re LIDB issues reflect confusion and lack of understanding by LSC/LOC support groups sufficient to address our LIDB questions and problems. I would ask your support setting up a meeting/call this week to address escalation processes and procedures. In addition to escalation POCs, it appears we collectively need to document processes.
- * If MCIW has a question on the order regarding LIDB updates, MCIW would follow the usual escalation process and contact the LSC. If it is a service affecting issue, they would start with the LOC.

In my absence tomorrow and Friday, pls respond to and coordinate with Leslee Engleman at 972-656-1567.

19 of 60 orders sampled have incorrect LD and/or Intralata PICs

PON	TN	COMPLETED	LD/INTRA PIC REQ	LD/INTRA PIC RECVD	DATE CHK IN LIDB	DTE SWBT UPD LIBD
\$000722378\$WTXPR \$000727290\$WTXPR \$000727710\$WTXPR \$000728133\$WTXPR \$000728316\$WTXPR \$000728410\$WTXPR \$000728418\$WTXPR \$000728418\$WTXPR \$000728414\$WTXPR \$000728414\$WTXPR \$000731904\$WTXPR \$000732149\$WTXPR \$000732264\$WTXPR \$000735375\$WTXPR \$000735852\$WTXPR \$000735879\$WTXPR \$000735879\$WTXPR \$000731510\$WTXPR \$000731510\$WTXPR	2815830125 2814592298 2143917509 3612410012 3618544378 9722310362 2814580304 2547991046 7136670264 4097240107 2547760039 8179240276 2143750760 7136431406 2105903804 2106560448 2149464588	3 4/20/00 9 4/20/00 2 4/20/00 2 4/20/00 3 4/20/00 4 4/20/00 4 4/21/00 4 4/21/00 6 4/21/00 7 4/21/00 7 4/21/00 8 4/21/00 8 4/21/00 8 4/21/00	0222-0222 0222-0222 0222-0222 0222-0222 0222-0222 0222-0222 0222-0222 0222-0222 0222-0222 0222-0222 0222-0222 0222-0222 0222-0222 0222-0222 0222-0222	0222-9100 0228-9100 0222-9100 0222-9100 0222-9100 0000-9100 0222-9100 0222-9100 0222-9100 0222-9100 0222-9100 0222-9100 0222-9100 0222-9100 0432-9100 0222-9100 0432-9100 0432-9100 0222-9100 0795-9100	4/25/00 4/25/00 4/25/00 4/25/00 4/25/00 4/25/00 4/25/00 4/25/00	4/20/00 4/20/00 4/20/00 4/20/00 4/20/00 4/20/00 4/20/00 4/21/00 4/21/00 4/21/00 4/21/00 4/21/00 4/21/00 4/21/00 4/21/00 4/21/00 4/21/00 4/21/00 4/21/00 4/21/00 4/21/00 4/21/00 4/21/00 4/21/00 4/21/00 4/21/00
S0007282083WTXPR S000728450SWTXPR S000720422SWTXPR	9727321697 5123381889	4/20/00		0288-0288	4/25/00 4/25/00	4/22/00 4/14/00

^{*} These orders have been processed.

^{7.} The orders below seem to indicate an ownership problem we can't understand. In addition, for three cases we cannot locate orders we expect

to find in TOOLBAR/LVAS. Pls advise status of these orders.

PON	TN	COMPLETED	LD/INTRA	DATE CHK	RESULTS
			PIC REQ	IN LIDB	
		- 			
S000722721SWTXPR	254666481	6 4/19/00	0222-0222	4/25/00	Ownership Conflict
S000722723SWTXPR	806342085	1 4/19/00	0222-0222	4/25/00	Ownership Conflict
S000722305SWTXPR	281920355	7 4/20/00	0222-0222	4/25/00	Ownership Conflict
S000731512SWTXPR	409982013	2 4/20/00	0222-0222	4/25/00	Ownership Conflict
S000731516SWTXPR	409724085	7 4/20/00	0222-0222	4/25/00	Ownership Conflict
S000730929SWTXPR	281471505	6 4/21/00	0222-0222	4/25/00	Ownership Conflict
S000722746SWTXPR	713436045	6 4/20/00	0222-0222	4/25/00	Record Not Found
S000731518SWTXPR	713623088	6 4/20/00	0222-0222	4/25/00	Record Not Found
S000722801SWTXPR	512671356	8 4/20/00	0222-NONE	4/25/00	Record Not Found

^{*} Orders 1-7 have been processed, I'm waiting for status on the last two, which I should have within an hour.

cb



May 3, 2000

The Honorable Pat Wood, III, Chairman The Honorable Judy Walsh, Commissioner The Honorable Brett Perleman, Commissioner The Public Utility Commission of Texas PO Box 13326 Austin, Texas 78711-3326

Ç,

Dear Commissioners:

Re: MCI Correspondence Regarding Status of MCI Worldcom's Residential Market
Launch

In response to MCI Worldcom's letter to you dated April 26, 2000, I want to provide you an update on SBC's efforts to work with MCIW. Both companies have directed significant personnel and systems resources to assure the smoothest and quickest possible handling of orders. While we have identified some minor issues that we are addressing, the situation is better than what one may infer from MCIW's letter. My research into the specific concerns—and the results—shows that we are making good progress.

First, it is important to note that MCIW and SBC are working closely to identify and resolve issues as they become known. Neal Larsen informally alerted us to MCIW's preliminary plans in advance of their rollout and that allowed us to ensure that appropriate coordination be in place. As one result, at SBC's request, daily conference calls have been taking place for several weeks between SBC and MCIW. In addition, face-to-face meetings have been held to work cooperatively in support of the MCIW Texas launch. A point of concern that was repeatedly raised with MCIW was SBC's need for a forecast of expected order activity. In our normal service to our CLEC customers, we continuously and adequately handle CLEC volume increases without forecasting from most CLECs. However, MCIW's volumes in April increased by more than 360% over March order volume. This type of volume increase is readily manageable, but it does require some re-balancing of work and implementation of short-term process changes. To help us provide MCIW the service it wants and expects, we hoped they would have shared a more accurate and timely forecast. We understand, that notwithstanding the nondisclosure provisions of the interconnection agreement, they were reluctant to do so for competitive concerns, but it is our hope that levels of trust will increase so we can quickly respond to fluctuations in their order volumes.

MCIW expressed concern with the accuracy and timeliness of LIDB updates. The issues described were caused by incomplete Toll File Guide orders. To minimize any future impacts, SBC has placed additional focus on all order typing activity, including the Toll File Guide order process. This includes reallocating a portion of our workforce. People will be dedicated and solely responsible for processing the Toll File Guide orders on a continuous basis. This will minimize any potential time lag between order completion and LIDB update. The 19 orders MCIW specified in their letter of April 24 have been processed. Also, SBC is proactively reviewing the entire base of MCIW's orders to ensure all orders have been correctly processed.

MCIW also cited delays in the receipt of Firm Order Confirmation (FOC) on 55 orders, which they contend represent 8.6% of their orders. In fact, MCI provided details to SBC on only 53 of the 55 orders cited. Of the 53 orders, our investigation revealed the following:

- 31 orders cancelled by MCI No FOC due
- 6 orders returned to MCI as rejects No FOC due
 - 1 order returned as a fatal error No FOC due
- 6 FOCs correctly provided
- 9 FOCs were missed

While SBC strives to return all FOCs in a timely manner, in this case, just 9 of 642 FOCs were delayed.

MCIW also cited some concerns about 42 Service Order Completion (SOC) notices. When our team followed up with MCIW seeking details on the orders they cited, MCIW provided detail on only 27 of the orders. Of those, our investigation revealed the following:

- MCI was provided jeopardies on 11 of the orders- No SOC due
- SOCs were correctly sent on 2 of the orders
- SOCs were late on 14 of the orders

Again, we strive to provide timely SOCs to every order they are applicable to. We are focusing to reduce the SOC delay number.

MCIW also addressed it efforts to check order completions using the tool bar application. MCIW has not provided any detail on these orders so SBC has been unable to investigate their status. The MCIW letter cites unfamiliarity with the PFA designation (Pending Facility Assignment). PFA indicates there is a problem on an order where the FACs (Facility Assignment Center) system is unable to assign a facility or the order has not had the proper time interval to process downstream to other departments that impact the assignment. We ensure MCIW now has the correct understanding of PFA and its role in the provisioning process.

Again, I want to reiterate SBC's commitment to support and properly meet the OSS needs of MCIW. Both companies are working hard to identify any early process problems and to quickly resolve them. We remain committed to meeting, or exceeding, the expectations of MCIW and our other wholesale customers. In that regard, one of our representatives recently received a kind e-mail note of thanks from her MCIW coordinate. With that type of spirit and dedication employees of MCIW and SBC are bringing to this very important project, we look forward to providing that level of satisfaction more and more as we progress jointly in demonstrating the open local market in Texas.

Sincerely,

CC: Neal Larsen

Date: Thu, 18 Nov 1999 17:58 -0500 (EST)

From: "MOORE, KAREN M (SWBT)" < km5914@txmail.sbc.com>

To: "LOWRANCE, NANCY J (SBC-MSI)" <n16842@txmail.sbc.com>,

"Joanne Russell@wcom.com" < Joanne.Russell@wcom.com>

CC: Roseann Kendall < Roseann. Kendall @wcom.com >,

"WILLIAMS JR., CORNELIUS (SWBT)" <cw3645@txmail.sbc.com>

Subject: RE: LIDB Data Administration Clarification

Joann,

Following are answers to the questions you posed in your e-mail and further clarified in our conversation:

Q. During Phase I, if MCIW elects the LSR option for its new connects and conversions, what options does MCIW have for ongoing activity?

A. During Phase I, ongoing activity can be handled either by the FAX process or by using either of the unbundled interfaces described in the Interconnection Agreement, Attachment III, Sections 13.4.2.4.5. and 13.4.2.4.4.

13.4.2.4.5-INTERACTIVE INTERFACE PROVIDES MCIW WITH THE ABILITY TO HAVE ITS OWN PERSONEL ACCESS MCIM'S RECORDS VIA AN APPLICATION SCREEN THAT IS PRESENTED ON A COMPUTER MONTOR.

13.2.4.4.4-SERVICE ORDER ENTRY INTERFACE ALLOWS MCIM TO ELECTRONICALLY TRANSMIT PROPERLY FORMATTED RECORDS FROM MCIM'S SERVICE ORDER PROCESS INTO LVAS.

Q. Are PIC changes optional updates or required?

- A. PIC changes are required updates in order to maintain the integrity of the LIDB database.
- Q. How are PIC change updates handled?

A. During Phase I, MCIW can accomplish these updates by either FAX or unbundled interface as described above for its ongoing activity. During Phase I, if the PIC change is handled at the time of conversion or new connect, the update is handled through the LSR. During Phase II, all activity, including ongoing, can be handled through the LSR.

Please let me know if you have additional questions. As I indicated, we would be happy to have a conference call if you wish.

Karen Moore (SWBT) Tel# 214-464-2758 Pager # 1-888-561-9384

From: Joanne Russell[SMTP:Joanne.Russell@wcom.com]

Sent: Wednesday, November 17, 1999 8:23 AM

To: LOWRANCE, NANCY J (SBC-MSI); km5914@sbc.com

Cc: Roseann Kendall

Subject: RE: LIDB Data Administration Clarification

Importance: High

Nancy,

MCIW needs your assistance in clarifying two issues regarding SWBT's development of the LSR process for LIDB Data Administration. Although the following has been discussed during the Change Management conferences, MCIW is again asking for clarification to ensure that MCIW's interpretation of SWBT's intended process is not misunderstood:

1.) As SWBT stated during the Change Management meeting on November 9, 1999, CLECs will have the ability to use the LSR process to create the LIDB record at the time of conversion for an existing account/telephone and on new installs, yet during the interim period, prior to LIDB Phase II implementation, CLECs may choose to use the "unbundled electronic interfaces for ongoing administration".

Please clarify what are the "unbundled electronic interface" options available that can be used IN CONJUNCTION with the LSR process? It is MCIW's interpretation that the following options are available:

LVAS GUI,

Fax Process, or Batch Mechanized Updates. Please confirm.

2.) MCIW is requesting clarification to the PIC Change Process. Are PIC Changes optional updates to LIDB, or must CLECs update LIDB with PIC Changes? If the latter is true, it is MCIW's understanding that PIC Changes will be handled by SWBT in LIDB Phase II. Please confirm.

Your assistance in clarifying these issues is appreciated. I can be reached at (972)656-1217 if there are any concerns.

Sincerely, Joann Russell MCIW West Carrier Management 972-656-1217